Implementing on a Limited Budget: Leveraging Existing Tools within Lockheed Martin Aeronautics Customer Support Centers

Successful Collaboration and Knowledge Management

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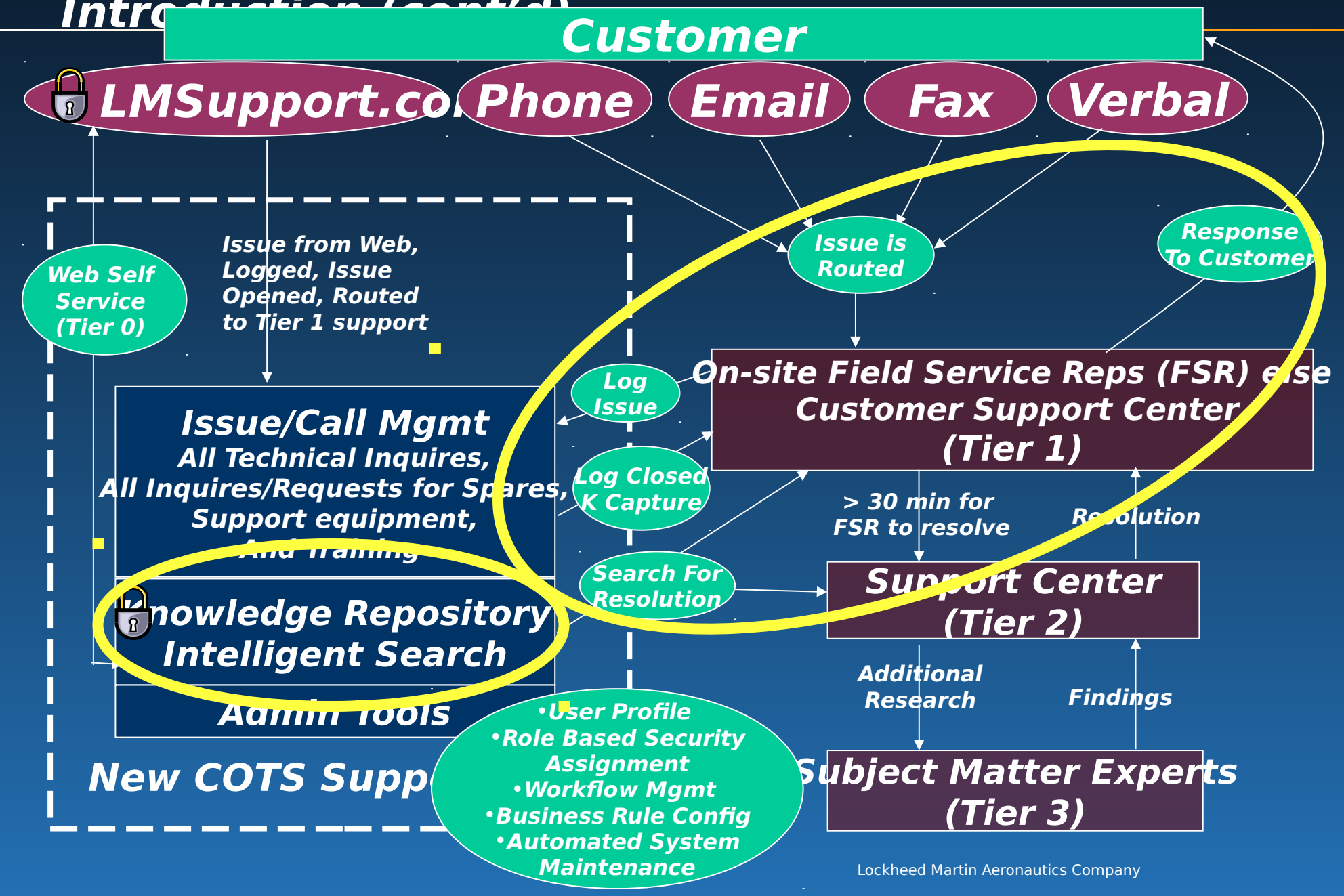
Topics

- Customer Support Center Information System Introduction
- History of Effort
- Livelink Overview and Proof of Concept Approach
- Results of Proof of Concept
- Summary

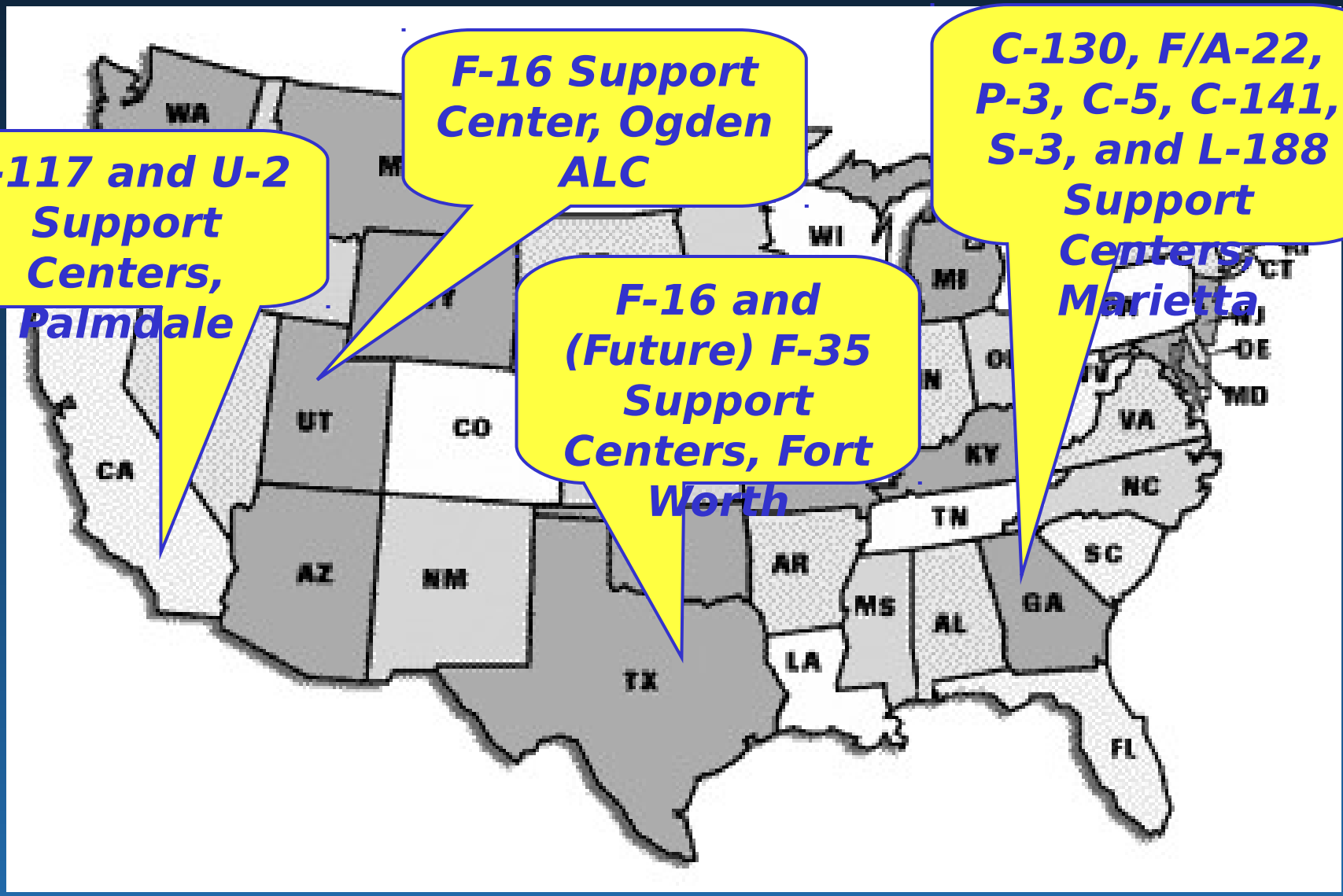
Customer Support Center Information System – Introduction

- **Two-fold vision**
  - ***Case tracking system***
    - A common system deployed across all LM Aero Customer Support Centers capable of receiving all types of technical inquiries from the field and processing them to resolution according to the established processes in place within the various Customer Support Centers
  - ***Knowledge repository***
    - A common system deployed across all LM Aero Customer Support Centers that will capture all technical responses and make all appropriate and authorized information available to the right person at the right time so as to optimize the support process

Customer Support Center Information System – Introduction (cont'd)



LM Aero Customer Support Center Locations



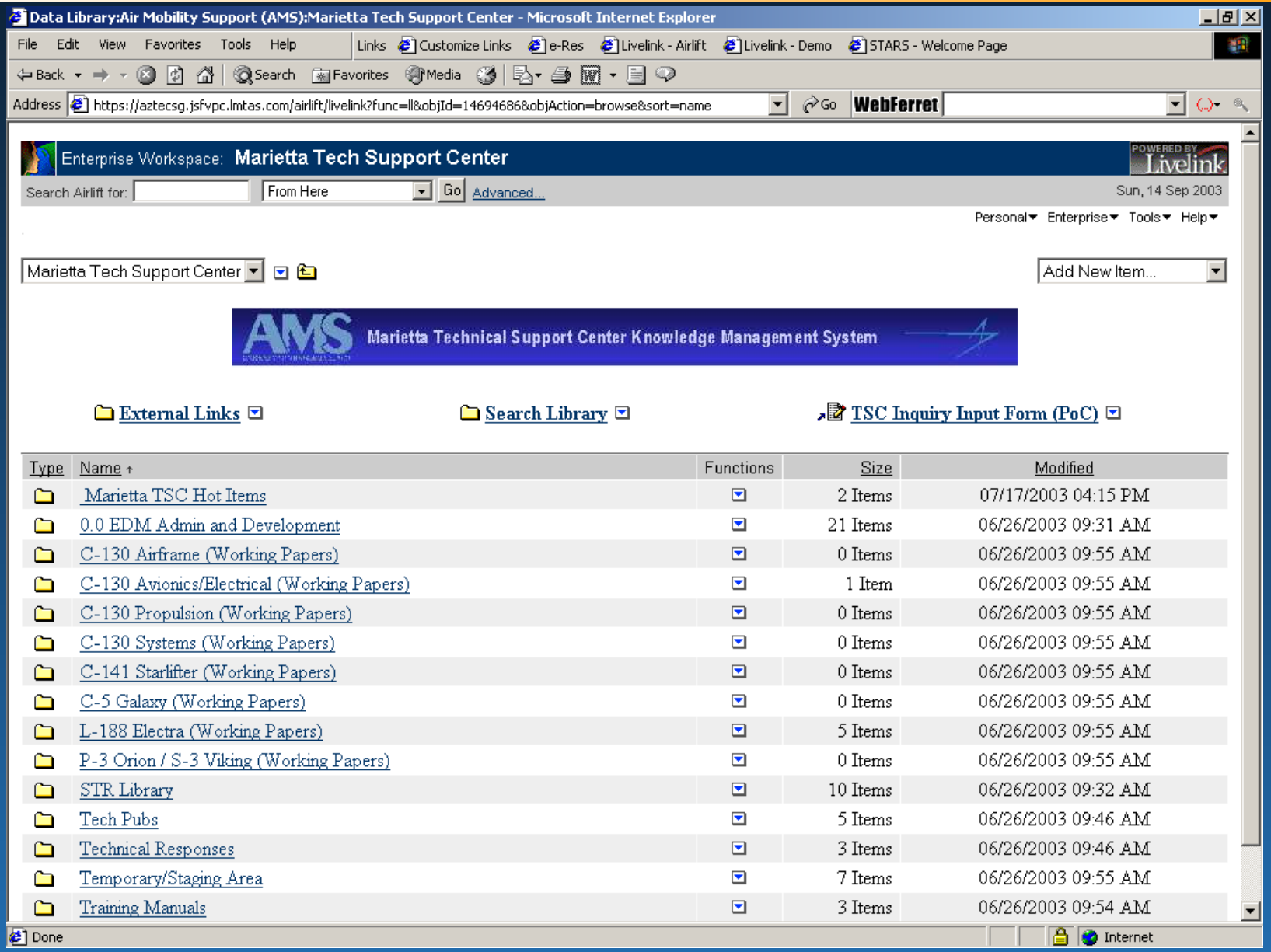
A Brief History…

- **Genesis of project was a Capability Maturity Model Study within the Customer Support organization**
- **Led to a research project in 2002 to evaluate commercial software and internal development alternatives to meet need**
  - ***2002 effort centered on COTS applications***
  - ***Many excellent applications evaluated***
  - ***COTS packages found to be cost prohibitive at the time***
- **2003 effort refocused on applications already in use within company**
  - ***Livelink identified as possible candidate***
  - ***Paper analysis was good***
  - ***Proof of concept approach adopted to validate capabilities***

Livelink Overview and Proof of Concept Approach

- **Livelink**
  - ***COTS application by Open Text***
  - ***Began as document repository***
  - ***Adopted by LM Aero in 1997***
- **Proofs of concept executed at two different support centers to capture requirements from all**
- **Comprehensive project document created for each proof of concept**
  - ***Requirements***
  - ***Plan***
  - ***Results***
- **Demo-type work accomplished in Livelink environment**

Example of Support Center Proof of Concept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File Edit View Favorites Tools Help
Links Customize Links e-Res Livelink - Airlift Livelink - Demo STARS - Welcome Page
Back Search Favorites Media
Address https://aztecsg.jsfvpc.lmtas.com/airlift/livelink?func=ll&objId=14694686&objAction=browse&sort=name
Go WebFerret
Enterprise Workspace: Marietta Tech Support Center
POWERED BY Livelink
Search Airlift for: From Here Go Advanced...
Sun, 14 Sep 2003
Personal Enterprise Tools Help
Marietta Tech Support Center
Add New Item...
AMS Marietta Technical Support Center Knowledge Management System
External Links
Search Library
TSC Inquiry Input Form (PoC)
Type Name Functions Size Modified
Marietta TSC Hot Items 2 Items 07/17/2003 04:15 PM
0.0 EDM Admin and Development 21 Items 06/26/2003 09:31 AM
C-130 Airframe (Working Papers) 0 Items 06/26/2003 09:55 AM
C-130 Avionics/Electrical (Working Papers) 1 Item 06/26/2003 09:55 AM
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C-130 Systems (Working Papers) 0 Items 06/26/2003 09:55 AM
C-141 Starlifter (Working Papers) 0 Items 06/26/2003 09:55 AM
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L-188 Electra (Working Papers) 5 Items 06/26/2003 09:55 AM
P-3 Orion / S-3 Viking (Working Papers) 0 Items 06/26/2003 09:55 AM
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Tech Pubs 5 Items 06/26/2003 09:46 AM
Technical Responses 3 Items 06/26/2003 09:46 AM
Temporary/Staging Area 7 Items 06/26/2003 09:55 AM
Training Manuals 3 Items 06/26/2003 09:54 AM
Done
Internet

Results of Proofs of Concept

- **Several gaps in functionality identified and addressed**
- **Overall – excellent match**
  - ***Case tracking system***
    - Good workflow engine
    - Strong notification and reporting capabilities
  - ***Knowledge repository***
    - Strength in multiple file types
    - Excellent search capabilities
- **Implementation across support centers as resources permit**

Summary

- **A tool or application already in use within organization has many advantages over new applications**
  - ***Initial and recurring costs***
  - ***Infrastructure***
  - ***User acceptance***
- **Under-utilized applications represent a viable path to increased functionality and efficiency**
- **Capitalize and capture internal knowledge before it is lost**

The best answer to a need may already be part of your organization!